

# MI LEGISLATIVE COMMITTEE

12/09/2017

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# RESPONSIBLE GAMING

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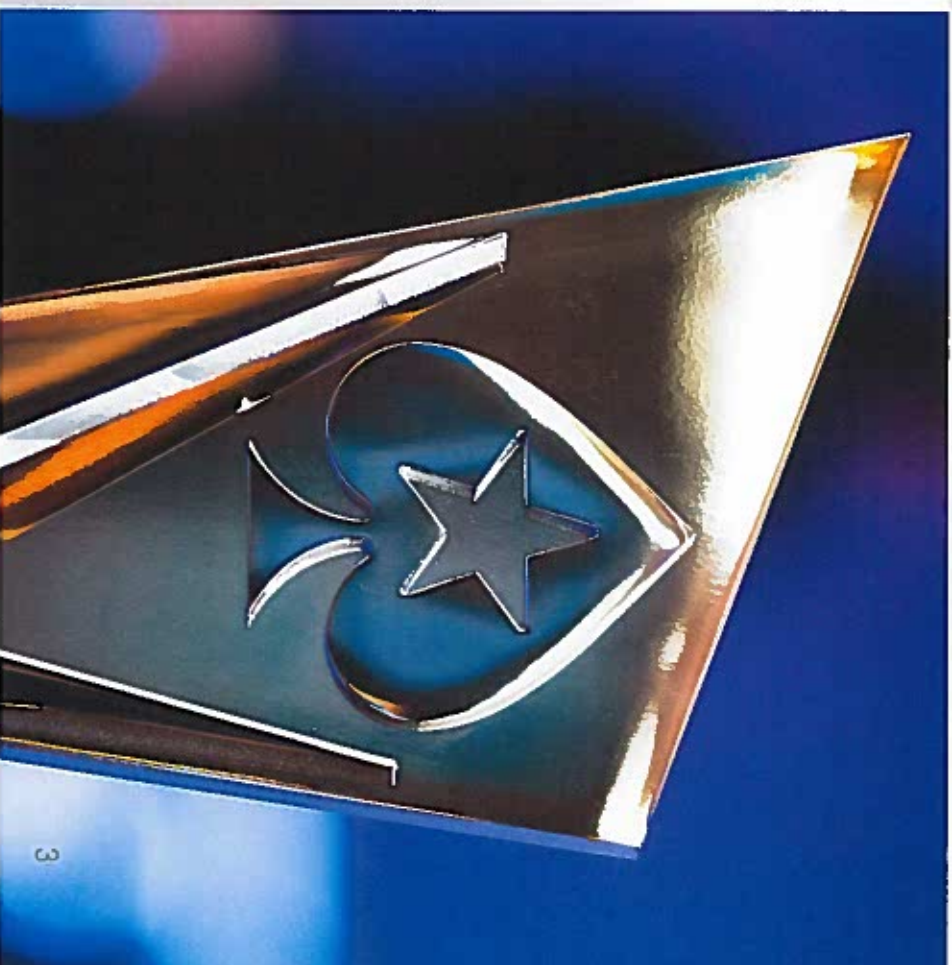
# INTRODUCTION TO THE RG TEAM



## The Responsible Gaming Team

- Our History
- Our License
- Our Team
- Our commitment to Responsible Gaming and Corporate Social Responsibility

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## MISSION STATEMENT



**The Stars Group is committed to responsible gaming, and is dedicated to an enjoyable and positive gaming experience for all of our players.**

**The Stars Group strives to assist and protect the small percentage of players who are at risk of the potential negative effects of gambling through a number of means, including through age verification, risk identification, self-exclusion tools, and guidance on responsible gaming**





# SOCIAL RESPONSIBILITY



We recognize that we have a social responsibility to:

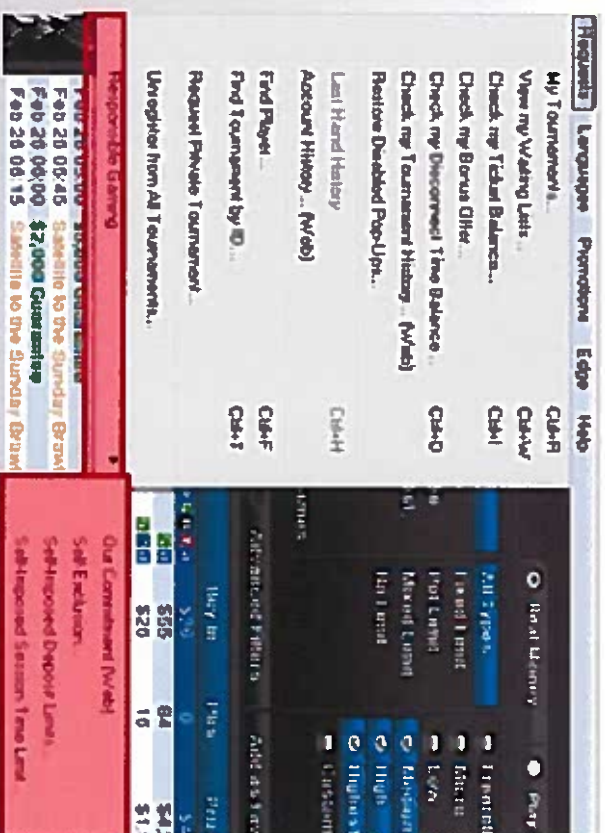
- Prevent minors from gaining access to our games
- Provide responsible gaming options for our players
- Help problem gamblers and direct them to professional help
- Provide support and education for employees



# RESPONSIBLE GAMING FEATURES



We currently offer several options to our player's so that they may better control their gaming. Some of these options include the ability for players to restrict their deposit limits, as well as the games and stakes that they can play. These restrictions can be accessed through the client or by contacting our responsible gaming department.



# CASINO GAMES



We currently offer casino games which include blackjack, craps, and roulette games. We have the ability to restrict our players from playing casino games for whatever period of time they request (permanently if desired).

We also have the ability to

- Restrict specific casino games
- Set maximum wager limits for each game
- Set daily spending limits on some licenses



## VOLUNTARY TIME OUTS AND SELF EXCLUSIONS



We provide our players with the ability to exclude from all games for varying amounts of time.

Players can choose a cooling off period of **12** or **24** hours, as well as more lengthy time out periods from **7, 30, 60, 120** and **180** days.

Self exclusions are irreversible for the selected time period.

Players can also contact the responsible gaming department to request a manual exclusion period, including the permanent closure of their account.

More information, including the explanation of some of our responsible gaming options, can be found on the website:

<http://www.pokerstars.com/about/responsible-gaming/>





# CUSTOMER SUPPORT & PROBLEM GAMBLING



As part of our commitment to responsible gaming all front line staff are required to take a two mandatory online training modules:

- 1- Introduction to RG is a training on company policies, procedures and education on awareness of signs of potential problem gamblers.
- 2- A personal perspective – This training explains the signs of compulsive gambling, where the employee can get help for themselves or a friend and tips for gambling responsibly.

If we receive contact from a player stating that they have problems with gambling and wish to stop, we will:

- Permanently close the player's account
- Offer the player counselling referrals for their location
- Assist family members in seeking professional help and support



## RESPONSIBLE GAMING PARTNERSHIPS



The Stars Group is proud to have formed partnerships with many leading responsible gaming organizations, such as:

National Counseling of Problem Gambling (USA): [www.ncpgambling.org](http://www.ncpgambling.org)

Council on Compulsive Gambling of NJ – CCGNJ [www.800gambler.org/](http://www.800gambler.org/)

Gambling Therapy (International assistance): [www.gamblingtherapy.org.uk](http://www.gamblingtherapy.org.uk)

Gamblers Anonymous: [www.gamblersanonymous.org](http://www.gamblersanonymous.org)

Nevada Council on Problem Gambling

Gamcare (UK) : [www.gamcare.org.uk](http://www.gamcare.org.uk)



- We are also the recipients of Gamcare Certification since 2007 an RGCheck accreditation since 2015.
- We are the Recipient of the Social Responsible Operator of the year award from IGA in 2015 & 2017
- Recently, in April 2017, we received the 'Most Significant Contribution to Responsible Gaming' award at the Gambling Compliance Global Regulatory Awards.